

# The Governor's Award for Quality and Productivity

## *Employee Work Teams Making A Difference in Missouri State Government*

This year marks the sixteenth anniversary of the Governor's Award for Quality and Productivity. This prestigious award was established in 1988 to recognize service excellence, encourage efficiency, reward innovation, and reinforce pride in service to Missouri state government. The Division of Personnel currently coordinates and administers the program.

Sixteen state agencies submitted a total of 50 nominations for consideration, with eleven teams winning the prestigious award. Governor Bob Holden publicly recognized the winning team members at a ceremony on Wednesday, September 1, 2004, in the Capitol.

### **State Portal Newsfeed Development Team**

Department of Conservation

Individuals from 17 different state agencies produced a system that enables any state agency to share the state newsfeed portal at little or no cost to the agency. This system currently publishes the news from 18 government agencies, offices and organizations at the top of each hour on the state homepage, in addition to providing continuous newsfeed to web sites in the public sector.



State Portal Newsfeed Development Team

### **Central Transportation Unit Team**

Department of Corrections

The Central Transportation Unit (CTU) of the Missouri Department of Corrections (DOC) is responsible for transporting offenders including escapees and other violators, to the DOC from locations throughout the United States. The DOC consolidated the CTU from three regional units to a centralized unit to provide more efficient services and reduce cost.



Central Transportation Unit Team

### **Victim Services Team**

Department of Corrections

In 2002, the Victim Services Unit served 29,000 victims of crime in the state, which is an increase from 6,500 in 1997. The Victim Services team improved the victim notification process to ensure that statutory mandates were met with no additional cost to the department. The team has a 100% success rate in 30-day advance notification of parole hearings to victims. The team's efforts increased victim involvement in the victim registration process for victim notification, and decreased the growing backlog of statutory compliance issues.



Victim Services Team

### **Insurance Education Initiative Team**

Department of Insurance

From a strategic plan directive, this team focused on educating Missourians ages 14 to 24 about the types of insurance, necessity of insurance, and wise insurance purchases and coverage decisions, and assisting Missouri educators by giving them lesson plans and classroom materials to help teach

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insurance concepts which incorporate Missouri rules and laws. Since implementation, the team has reached more than 2,200 students, teachers and advisors.



Insurance Education Initiative Team

### **Appeals Process Improvement Team** Department of Labor and Industrial Relations

With nearly 300 appeals were being filed each day in a section that could only process 150 per day, this team developed recommendations to reduce the backlog of appeals cases and to streamline the process. Recommendations included modifying the appeal form, combining the set-up and docketing to process appeals rather than having multiple steps, and having referees hear cases and write their own decisions on the same day. As a result of the team's recommendations, over 80 percent of unemployment insurance appeals are decided within 30 days.



Appeals Process Improvement Team

### **Nursing Investigation Process Team** Department of Economic Development

This team focused on a Board of Nursing initiative to redirect funds toward research, analysis, and education that promotes patient safety without raising fees. The team concentrated on the investigation process, which included disbursement and time management issues to improve efficiency. As a result, the team reduced the number of investigations sent to contracted investigators from 53% to 5% in one year. Likewise, the team reduced the time each investigation

remained open from 74 to 57 days, which is a 23% reduction. In addition, and as a direct result of this initiative, the cost incurred during investigations dropped by 65%.



Nursing Investigation Process Team

### **Multicultural Affairs Committee** Department of Natural Resources

The Multicultural Affairs Committee's (MAC) mission is to assist the Department of Natural Resource's Executive Staff in creating an environment that helps employees understand, appreciate and respect cultural differences. Minority vendor usage has increased from 9.34% to the current percentage of 16.42%. The team developed a minority related calendar to distribute to state agencies, schools, and the public. MAC began producing a "Women in History" poster, highlighting women of different ethnic backgrounds. In addition, MAC developed a departmental Employee Advisory Council to allow input from all employees in regard to the development and review of departmental policies and procedures to enhance the work environment.



Multicultural Affairs Committee

### **Missouri Results Initiative Mail Team** Office of Administration

The Missouri Results Initiative Mail Team was created to respond to the rate of the state's mail service costs. It accomplished a number of significant cost saving measures resulting in overall savings of more than \$1.8 million. Increased use of direct deposits resulted in reductions of

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pieces of mail distributed, saving one agency more than \$624,000, and a drop of at least 10% in mail volume with the majority of other state agencies. Mail bundling, eliminating certified mail, using bulk rates and other U.S. Postal Services saved an estimated \$498,000 in annual mail costs. Team members also renegotiated a software contract to provide expanded services and maximum postage discounts.



Missouri Results Initiative Mail Team

### **Charitable Campaign Improvement Team** Office of Administration

The Charitable Campaign Improvement Team worked to create a better annual Charitable Campaign. Their goals were to increase employee participation, reduce costs, and to increase efficiencies and services. The "Buck-A-Month" promotion for first time donors produced a 15% increase in employee participation and a corresponding increase in donations from \$983,600 to \$996,500. The campaign's overall administrative were reduced 24%, and expenditures for promotion and distribution of campaign materials was reduced by more than 50%. Also, at no cost to the campaign, the team created a comprehensive new database and system processes for a more integrated data flow.



Charitable Campaign Improvement Team

### **General Registration Error Reduction Team**

Department of Revenue

The General Registration Error Reduction Team's goal was to reduce the 500,000 motor vehicle registration records in an error file. Since these records were in an error file, the registration information was not available to law enforcement agencies and citizens were not receiving registration renewal notices. This team reduced the number of errors to the current file of 28,000 and trained 75 employees to work the daily error briefs to ensure the continued reduction of the number of records in the error file. This training has reduced the percentage of registrations in error from 6% to 3.25%.



General Registration Error Reduction Team

### **Internet Notice of Lien Filing and Record Team**

Department of Revenue

This team developed an Internet based system that allows automotive lienholders/dealers to file Notice of Liens (NOLs) and look up titling and lien records on-line 24/7. This program reduced the volume of paper NOLs filed (27% in March 2004), and process cycle time for filing a NOL has been decreased from 26 business days to one day. The charge for each on-line record search is \$1.25 compared to \$4.00 for a call-in or written request. Filers receive their proof of lien perfection immediately. System edits reduce the error rate to less than four percent. The purchase price is obtained on 100% of all NOLs filed online, allowing for a significant improvement in delinquent tax collection efforts.



Internet Notice of Lien Filing and Record Team